

April 2012

Save and Retrieve a Claim

ProviderOne allows a provider to save a direct data entry (DDE) claim if they are interrupted during the process of entering the claim, and allows them to retrieve that saved claim to finish and submit the claim at a later time. The save claim feature is available for Professional, Dental, and Institutional Fee for Service claims.

In order to save a claim, the following data elements are required to be completed before a claim can be saved:

Provider Information

- Billing Provider NPI
- Billing Provider Taxonomy
- Question: Is the Billing Provider also the Rendering Provider?
- Question: Is this service the result of a referral?

Claim Information

- Question: Is this claim accident related?

Subscriber/Client Information

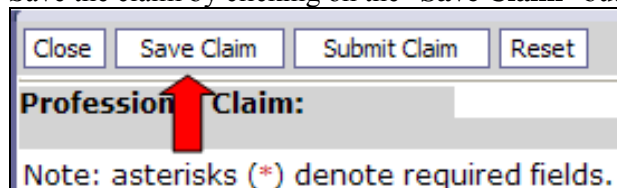
- Client ID number
- Question: Is this a Medicare Crossover Claim?

Basic Service Line Items

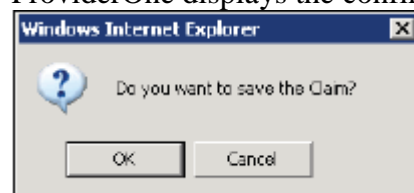
- Line Items are not required for saving a claim.

Note: If any expander or question that has data entry started and there are required fields still to be filled, the claim cannot be saved until those required field entries have been made.

Save the claim by clicking on the “**Save Claim**” button.

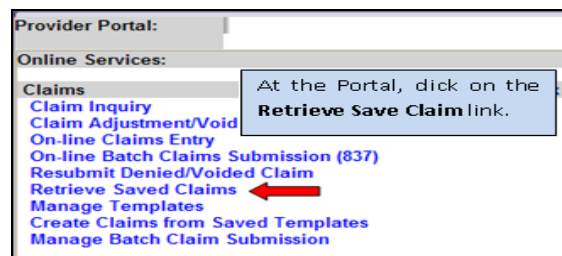


ProviderOne displays the confirmation box:





Once the OK button is clicked, ProviderOne checks the claim to make sure the minimum data fields are completed and saves the claim.

Retrieving a Saved Claim



At the Saved Claims List click on the Link Icon (outlined here) to retrieve a saved claim.

Close Delete				
Saved Claims List:				
Filter By :		And		Go
<input type="checkbox"/>	Link	Billing Provider NPI	Client ID	Client Last Name
<input type="checkbox"/>		552233661	198333777WA	BettyB
<input type="checkbox"/>		552233661	198333666WA	Rogers
User Login ID				
BettyB				
BobS				
<< Prev Viewing Page 1 Next >> 3 Page Count SaveToXLS				

The system loads the saved claim in the DDE screens. Continue to enter data, then submit the claim. Once a saved claim has been retrieved and submitted, it will be removed from the Saved Claim List.

Review the *ProviderOne Billing and Resource Guide* for more information at http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html

Questions? Providers should submit a question through <https://fortress.wa.gov/dshs/plcontactus/>.